

RECEIVED SEP 18 2012

Cover Sheet — Social Service Activity,

Agency Name: Craig's Doors--A Home Association, Inc.

Agency Address: P.O. Box 101, Amherst, MA 01004-0101

256 North Pleasant St., Suite 4A, Amherst, MA 01002-1729

Agency Phone No: 413-437-0776

Contact Person: Kevin J. Noonan, kevin@craigdoors.org, 413-437-0776

2012 CDBG Request: \$90,500.00

1. Project Name: Craig's Place Emergency Homeless Shelter

2. Project Description: Craig's Place is a seasonal, emergency shelter offering shelter with supportive services for individuals who are experiencing homelessness.

Craig's Place is open 7 days a week from 9:30p– 8a from November 1, 2012 to April 30, 2013.

3. Project Location: First Baptist Church, 434 North Pleasant Street, Amherst, MA 01002

4. Budget Request: \$90,500.00

5. Type of Activity (check one):

- ☒ Homelessness and sheltering
- ☐ Youth development and after-school care
- ☐ Adult education and job training
- ☐ Emergency & preventive services: emergency rental assistance, emergency fuel assistance, emergency food and emergency shelter services that can include case management and coordination.

- Other — please explain

6. Demonstrate Consistency with Community Development Strategy:

The 2012 Community Development Strategy states "Especially important at this time are services which support homeless individuals that include sheltering services and case management".

Funding the operation of Craig's Place Emergency Homeless Shelter would fulfill the following the CDBG Community Development Strategy's:

A. Housing (Priorities 1, 4 and 6)

The critical need for affordable/low income housing in Amherst can, in part, be substantiated by the number individuals who are homeless and in need of emergency shelter.

Craig's Place provides immediate relief to those who are at risk of dying due to exposure. The program identifies individuals in need of this life saving service and reduces the harm they face by providing a safe alternative to the streets and connects these individuals with community services.

B. Community Services (Priority 3)

Craig's Doors Emergency Shelter not only meets the immediate need of those in our community experiencing homelessness, but also provides a site where priority housing for the extremely low income can be accessed and community services such as:

Emergency shelter

Emergency services

Emergency food

Social Service Information and referral services

Initiating these services during the shelter season helps to connect guests with community service providers, and referral agencies which provide services to those in need throughout the calendar year.

C. Accessibility

In keeping with the Town's Master Plan, the emergency shelter is located within easy access of the town center, public transportation and local social service providers.

7. Describe how you will ensure that participants meet low/moderate income requirements:

All program participants are homeless and are below the low/moderate income threshold. All who seek shelter at Craig's Place work with shelter staff to complete intake information which includes questions about income. The intake process helps to identify eligibility for potential social services benefits and helps to shape the types of referrals made by staff. Copies of guest intakes, which includes income data, are submitted to Town officials by Craig's Doors on a quarterly basis. Data collected during 2011-2012 shelter season confirms the income of shelter guests were consistently below the federal guidelines for a low/moderate income.

8. National Objective:

Addressing homelessness has been a clear priority of the Obama Administration. President Obama signed The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) into law on May 20, 2009. The HEARTH Act consolidates three separate homeless assistance programs administered by HUD under the McKinney-

Vento Homeless Assistance Act into a single grant program, and revises the Emergency Shelter Grants program and renames it as the Emergency Solutions Grants (ESG) program.

The change in the program's name, from Emergency Shelter Grants to Emergency Solutions Grants, reflects the change in the program's focus from addressing the needs of homeless people in emergency or transitional shelters to assisting people to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness. The HEARTH Act also codifies into law the Continuum of Care planning process, a longstanding part of HUD's application process to assist homeless persons by providing greater coordination in responding to their needs.¹

In keeping with these national objectives, the community-based approach, which Craig's Doors embraces in order to shelter people without homes, includes increased access to supportive services in accordance with the Continuum of Care guidelines as well as policies supporting Housing First / Rapid Re-housing priorities. Craig's Doors also maintains a long-term mission to actively secure permanent housing for shelter guests, as available, within the current low-income housing stock, as well as through the development of extreme low-income supportive SRO (Single Room Occupancy) housing.

Estimate the number of low- and moderate-income persons to benefit from the Project:

Based upon data collected for the emergency shelter operating during the 2011-2012 shelter season, a total of 161 individuals sought shelter at Craig's Place. 161 of these individuals (100%) were considered low income, as verified to the extent possible.

¹ http://www.hudhre.info/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

Please submit answers to the following sections:

Please describe in full the project for which you are, requesting funding:

Recognizing homelessness and sheltering are listed at the top of the *2012 CDBG Priorities and Target Areas*, Craig's Doors is applying for \$90,500 in CDBG funds in order to operate Craig's Place, a seasonal emergency shelter for those experiencing homelessness, due to lack of housing during the coldest months of the year. In addition to shelter, food and a variety of supportive services will also be provided to those seeking emergency shelter. Craig's Place will continue to operate at First Baptist Church of Amherst, a site that is within walking distance of the Town Center.

A. What is the community's need for the proposed project/program?

National and local statistics confirm there are individuals that, for a variety of reasons, are without a home. A Point in Time snapshot reflected 25 individuals seeking shelter in Amherst on 25 January 2012. Additionally, statistics from the 2011-2012 shelter season confirm the vital need for shelter. From 1 Nov 2011 – 30 April 2012, 161 unique individuals sought shelter and/or community services at Craig's Place, with the average stay being 23 days. By the end of April, 60 of those individuals had been seen by a social worker, 23 had been assisted in finding gainful employment and 18 had found housing.

Those without adequate shelter during the coldest months of the year are highly vulnerable to exposure, malnourishment, a lack of physical and mental health care, and ultimately, death. In 2011, two individuals who had been regular guests of the emergency shelter died. Their deaths are a tragic illustration of the vulnerabilities that are experienced by those who are without a home and who are forced to rely on the support of the community in

order to help prevent untimely death. Since Craig's Doors took over operation of Craig's Place, there has not been a single death from exposure of an individual experiencing homelessness.

B. Community Involvement:

Craig's Doors was established as a community-based organization committed to the notion that it takes an entire community to truly address the issue of homelessness. We strongly believe solutions which are based on the support of the community are the most effective approaches. The community, along with officials in the Town of Amherst and those in the faith-based community have illustrated their commitment to providing for and supporting those who are homeless. Craig's Doors continues this commitment by welcoming local volunteers, organizations, houses of worship and town officials to work together. In this manner, we accomplish the goal of maintaining a safe, welcoming, respectful and community based emergency shelter. Highlighted below are some of the organizations and individuals involved in Craig's Place.

Amherst Police Department

The emergency shelter has received exceptional support from the Amherst Police Department through Shelter Liaison Officer Linda Newcomb and her team. Their nightly visits contributed to the shelter's respectful and safe environment. We are looking forward to continuing our partnership in the coming year.

First Baptist Church of Amherst

In 2009, First Baptist Church (FBC) of Amherst opened their doors to the Town's newly established Warming Place, which was operated by the Center for Human Development. Subsequently FBC provided the shelter site for Milestone Ministries, which operated the Amherst Homeless Shelter during the 2010-2011 shelter season and for Craig's Place Emergency Shelter during the 2011-2012 shelter season. First Baptist will continue to host the program for another four years or until a permanent shelter site is developed. In 2010, significant renovations to the FBC were required to meet local and state building codes in order to host the shelter. FBC initiated a private fundraising campaign to meet the expenses for these renovations. Over 200 individuals, local organizations, businesses and faith-based communities responded enthusiastically by donating more than \$90,000 toward the first phase of renovations.

As Craig's Doors looks forward to the 2012-2013 and 2013-2014 shelter seasons, we are grateful to have First Baptist Church continue as our partner. Please see attached letter of Support from Rev. Greg Mozel for a more detailed description of FBC's planned support for Craig's Place.

The Food Pantry at First Baptist Church

As part of their continuing commitment to helping those in the community, First Baptist Church operates a weekly Food Pantry. During the 2011-2012 shelter season, the Food Pantry volunteered to help Craig's Place by providing some of the food for the daily meals served at the shelter. Because of their donations, combined with the donations from the Food

Bank of Western Mass, Craig's Place was able to save thousands of dollars in food costs, while still providing excellent meals for the guests.

Food Bank of Western Mass

Since 1982, The Food Bank has been working behind the scenes of charitable organizations that provide food to people in need in western Massachusetts. Their 350 member agency programs include meal sites, food pantries, homeless shelters, childcare centers, and elder programs. Each year the Food Bank distributes more than six million pounds of food to these agencies to help feed people in need.² As part of their continuing efforts to help eliminate hunger in Western Mass, the Food Bank has provided over 500lbs of food to Craig's Place since February 2012.

Volunteers

Volunteer support for the emergency shelter has included significant in-kind donations, outreach services, meal preparation, transportation, and employment opportunities for guests both during and after the shelter season. Over 150 people volunteered at Craig's Place during the 2011-2012 season, as compared to just over 30 in the 2010-2011 season.

Interfaith Housing Corporation of Amherst

Interfaith Housing has been conducting its charitable activities since 1966. One of its major accomplishments was the development of Village Park Apartments on East Pleasant Street in Amherst, one of the town's first low-income housing initiatives. Its board of directors is comprised of local residents with a long history of community service. These include:

² www.foodbankwma.org

Professor Jan Dizard, President; Jim Lumley, Treasurer; C. Thomas Hancock, Clerk; with Seren Derin, Doug Raybeck, and Robert Ryan, Directors.

Interfaith Housing has entered into an agreement with Craig's Doors to provide seed-funding for Craig's Doors and a three year matching gift agreement toward funds raised to implement its shared long-term mission of providing permanent shelter to the homeless and to develop supportive Single Room Occupancy (SRO) housing for extremely low income residents in Amherst.

Amherst Community Connections, Hwei-Ling Greeney

Since Hwei-Ling Greeney founded Amherst Community Connections in 2009, she has been working with guests, helping them find housing and employment. She also assists guests in securing the often overlooked necessities such as a copy of a birth certificate, Social Security Card, State ID or Alien Work Permit. Hwei-Ling also can help a guest fill out the required forms to receive MassHealth, a cell phone, clothing voucher, or bus passes.

Amherst Community Connections' year-round services enable them to offer support services for shelter guests after the shelter closes.

Eliot Community Human Services (Homeless Outreach via PATH) Meg Wright, LCSW

Eliot Homeless Services receives funding from SAMHSA (Substance Abuse and Mental Health Services Administration of the federal government's Department of Housing and Human Services). PATH (Projects for Assistance in Transition from Homelessness) is a component of SAMHSA, and also contracts with Eliot Homeless Services.

PATH employs outreach-based social service providers who assist individuals with

mental health issues transiting from homelessness. Among those individuals, the chronically homeless and substance abusers are prioritized for service.

Meg Wright is an outreach clinician with Eliot Homeless Services in western Massachusetts, providing people who are homeless, including the homeless of Amherst, with outreach, clinical assessment, referrals, housing stabilization, and case management.³

Health Services for the Homeless (HSH), Kate Ewall, MD

Kate Ewall, MD has served as the representative of Health Services for the Homeless over the past shelter year. HSH works with Mercy Health Care for the Homeless which was founded in 1983. HSH follows a nursing model of health care, providing assessment, intervention, referrals, follow-up and education.⁴ We have partnered with them to provide a free weekly medical clinic at the Craig's Place Emergency Shelter. The clinic is open one day a week from 9:30pm until 12am. Dr. Kate Ewall staffs the clinic and one shelter staff member joins her to assist the guests. The goal of partnering with HSH is to increase access to medical care and reduce barriers to care for individuals experiencing homelessness. Each individual is self-referred to the clinic, but Dr. Ewall and shelter staff work to ensure all the guests are aware of the clinic and the services provided.

In addition to treating immediate medical issues and educating the guests, Dr. Ewall also sets up referrals and/or transportation to appropriate treatment facilities.

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¹ Amherst Committee on Homelessness. January 13, 2011 meeting minutes

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¹ <http://www.mercycares.com/pages.asp?id=4348>

D. Project Feasibility:

1. Describe what evidence exists to show that the community at large or project beneficiaries will use the project. Include documentation of demand for the activity through summary descriptions of surveys, inquiries, waiting lists or past participation.

Based upon the past shelter season data, emergency shelter services were utilized by 161 individuals during the six month shelter season. Of these, 124 were able to stay overnight in our shelter. The number of nights that an individual stayed varied from 1 night to over 100 nights, with the average stay being 23 days.

Current economic conditions and the lack of extreme low income housing in the area suggest that the anticipated numbers may remain about the same during the upcoming year. Although the demand for shelter is consistent, there is some fluctuation in the numbers of guests' sheltered based upon weather conditions and individual's past experience with emergency shelters.

2. If applicable, describe and document the availability and source of matching or other funds needed to complete the project:

The funding amount of \$90,500 was approved to meet the operating costs for providing emergency shelter at the First Baptist Church based upon the availability of CDGB funds. In addition to direct funding through CDBG, significant in-kind contributions have defrayed the cost of shelter operations in the past. We anticipate similar contributions will be available during the 2012-2013 shelter season from FBC, area houses of worship and local organizations (i.e. the Food Bank, Eliot Homeless Services), as well as area social service professionals, local businesses and individuals.

Craig's Doors in cooperation with the Interfaith Housing Corporation, Inc. and the First Baptist Church are prepared to raise additional funds to meet the need for emergency sheltering during the 2012-2013 shelter season in excess of available CDBG funding. This will be accomplished through direct fundraising and/or through the application of additional grants (i.e. HUD Continuum of Care funds, as applicable, private/corporate/ community/civic foundations such as Eastern Bank Charitable Foundation and Rotary International) and corporate matching fund programs.

3. *Identify the roles and responsibilities of all personnel involved in the project as well as internal controls.*

The Craig's Place Shelter management team includes the following personnel experienced in the administration of direct services to those who are homeless and low-income as well as sustainable non-profit management. The direct management team has the full support of the Craig's Doors board of directors, whose qualifications and experience actively contribute to the successful operations of Craig's Place.

Role and Responsibilities

1. Craig's Doors Officers

The Board of Directors will supervise the Executive Director of Craig's Doors to assure compliance with all internal controls of the emergency shelter and the timely completion of all activities in compliance with CDBG and Town requirements.

- Jerald H. Gates, Founder, President

Jerry Gates is President and Owner of Echo Village Corporation of Amherst, MA, a residential and commercial general contracting corporation, established in 1972. A resident of South Deerfield, Mr. Gates has been developing low income housing in the Amherst area for over 40 years. Mr. Gates is committed to community service and he has served as a Deacon, Trustee, Treasurer and Property Manager at First Baptist Church (FBC). Since FBC began hosting the shelter at the request of the Town, Mr. Gates has been the FBC site supervisor. Mr. Gates continues as the founding President of Craig's Doors. His extensive business and contracting experience bring the highest level of executive business skill and guidance to the board in service to both its short-term and long-term mission to provide shelter and low-income housing for the homeless in Amherst.

-Seren Derin, Board Member, Treasurer:

Seren Derin is a resident of Amherst and has served as Fiscal Director of Stavros Center for Independent Living, Inc. since 1983 where she is responsible for an operating budget of over \$8.5M. She manages the Fiscal Intermediary Program (FIP) including payroll, accounts payable, billing and reporting, and the supervision of 46 staff members. FIP serves over 6,300 consumers. Seren has volunteered in various capacities for the Town, serving on various committees; she is currently a board member of Interfaith Housing Corporation, Inc. and a past member of Zonta Club of Northampton Area (serving as treasurer for two terms.) Ms Derin holds a degree in Business Administration and brings nearly 30 years of financial accounting and fiscal operations experience to Craig's Doors as its Treasurer.

-Andrea Lorraine, Clerk:

Andrea Lorraine, Craig Lorraine's sister, grew up with Craig and their three sisters in Western Massachusetts. Ms. Lorraine graduated from the University of Vermont with a Bachelor of Science degree in Medical Technology. Since graduating, she has worked in various capacities at Quest Diagnostics in Cambridge, Massachusetts, recently, she served as both the Director of Laboratory Operations and the Manager of the Microbiology Department. She also serves on the Board of Directors of the Bay state chapter of Clinical Laboratory Management Association. (CLMA) A Chicopee native, Ms. Lorraine now resides in Salem, MA, although she retains strong connections with family and friends in the Pioneer Valley.

Andrea brings an important perspective to the work of Craig's Doors through her long personal experience as a family member of a shelter guest who was without a home for many years. Andrea and her sisters are thus intimately familiar with the struggles associated with homelessness and the challenges that confront families and friends who care deeply for and seek to address the variety of issues with which individuals suffer as a consequence of chronic homelessness. Andrea is an eloquent and compassionate speaker on behalf of the families of those who are homeless and brings with her a strong commitment to improving the conditions of people in our region who are homeless.

- Jan Dizard, founding board member:

Jan Dizard is a professor at Amherst College where he has taught since 1969. An Amherst resident, he has served the town in a number of capacities — as an elected town meeting member, ten plus years on the Planning Board, a Craig's Doors board member and as a president of Interfaith Housing which has been actively promoting affordable housing for the past forty years.

He is a founding member of Friends of Amherst Recreation and has volunteered for many task forces, most recently working with the Council on Aging to facilitate a study of the needs of the town's elderly population.

- Gerry Weiss

Gerry Weiss has been a family therapist for 36 years and has always worked in Community Mental Health in order to serve underprivileged individuals and families. He has also maintained a private practice in Amherst for 25 years.

Gerry has been involved in several organizations working for peace and justice. He was elected to the Amherst Select Board and served on that board for 6 years. His focus then, as it is now, is to find ways to help the underprivileged have a voice in government. While on the Select Board, Gerry helped to get the Emergency Winter Shelter up and running in order to provide a warm place and a hot meal to homeless men and women who came to the shelter. Gerry is committed to working toward the establishment of a permanent emergency shelter as well as housing for everyone who is able to live in a permanent home.

- Jim Lumley

Jim Lumley has decades of experience as an Amherst real estate professional. Mr. Lumley attempts to provide the best service by putting clients first, demonstrating integrity, in-depth community and market knowledge, marketing savvy and effective negotiation skills.

Jim is also a talented artist who was raised in the Amherst. In addition to drawing and design courses at the University of Massachusetts, Jim studied painting under Henry Hensche at the Cape School of Art. He is represented by galleries and art consultants all along the east

coast. His work is in many private and corporate collections. He is currently writing a book on painting technique.

2. Craig's Doors Staff

- Kevin J Noonan, Executive Director, Craig's Doors:

Kevin Noonan, a founding board member and former Clerk of Craig's Doors, is the current Executive Director. Mr. Noonan brings with him over 30 years of experience directing services for people who are displaced from their homes. Mr. Noonan worked in Asia, Africa, Central America and in the United States with people who were refugees or those who have extremely low-income. As Executive Director of Open Pantry Community Services, Inc. in Springfield, MA for twenty years, his knowledge of the management and operations of sheltering represent an exceptional asset to Craig's Doors. During Mr. Noonan's tenure the agency had an annual budget of \$4.3M and operated nine distinct programs for people who are poor, homeless or disadvantaged. Open Pantry is widely known and well respected in the greater Springfield area.

- Director, Craig's Place, Rebekah M. Wilder:

Rebekah Wilder first began working with Milestones Ministries in 2010 at the Amherst Homeless Shelter. Last season, Ms. Wilder worked as the Craig's Place Shelter Manager. As the Shelter Manager she provided supervision and oversight of day to day operations. This year we are excited to have her back as the Director of Craig's Place. As Shelter Director, Ms. Wilder will, in consultation with the Executive Director, oversee all shelter operations, including staff supervision and training, contract requirements, policy, procedures and maintaining detailed

records in accordance with Town reporting requirements.

- **Shelter Manager: Jennifer Blain:**

Jennifer Blain has experience working with vulnerable and low-income populations. She has also had experience in law enforcement through the Military Police in the US Army Reserves and she is knowledgeable of homeless shelter operations. As Shelter Manager, Ms. Blain will, in conjunction with the Shelter Director and the Executive Director, participate in the training and supervision of staff, arrange staff schedules, purchase supplies, manage data for reports (both direct and indirect) and will assist in the coordination of staff, volunteers clinical outreach workers, members of the human services and faith-based community as well as with individuals who are homeless. Ms. Blain is also experienced with budgets and financial reporting.

- **EMT: Erik Reinbergs:**

Erik Reinbergs is certified as an EMT. Erik offers assistance to Kate Ewall, MD on Wednesday evenings during Dr. Ewall's medical clinic hours. He is also responsible for overseeing the shelter first aid supplies.

Management Plan

I. Personnel

A. Staff

The shelter will have a minimum of two (2) staff members, including a manager and 3 – 4 trained volunteers who will assist staff and guests in the nightly operations of the shelter.

One (1) overnight associate will be on duty from 12:00 a.m. until 7:00 a.m. along with a backup person who will be asleep but on-call in a classroom. An electronic alarm is used to summon the backup person and both are awake and on-duty from 7:00 - 8:00 a.m.

One (1) additional overnight staff member will be hired and stationed in the corridor outside the conference room when shelter capacity is increased to twenty (24) and a women's area is created in the conference room. This will bring the personnel coverage from 12 a.m. until 7 a.m. to three: two awake and one as backup. All three will be awake and on duty (along with two volunteers who will serve breakfast) from 7:00 - 8:00 a.m.).

1. Training

Employees will be trained in all necessary duties including those stipulated in the contract with the Town of Amherst, including training in CPR, First Aid, Blood-borne pathogens and ServSafe food handling. Some volunteers, as determined by management, will also be included in targeted trainings.

2. Supervision

Our staff supervision plan will strictly adhere to opening and closing hours of the facility, with particular attention to advance set-up of the facility prior to opening each night and prompt closing in the morning to clean the facility for church use during the day.

3. Responsibilities

- Implement intake procedures and assessment tools for gathering biographic data.
- Maintain accurate records of shelter guests and shelter operations

- Work cooperatively with social services and outreach workers to provide appropriate on-site and referral services to shelter guests, including but not limited to counseling by licensed social workers, housing and employment assistance, veteran services, assistance for accessing health services and substance abuse treatment facilities, specialized referral services for the disabled, and community networking, as applicable, in order to support of the individual circumstances of shelter guests.
- Promptly comply with all CDBG and Town requirements for reporting data and outcomes, to include all information and activities requested.
- Follow policies and procedures as outlined in the ***Craig's Place Staff Handbook***, a compendium of best-practices for shelter operations and outreach which was developed based upon experiences at Craig's Place during the 2011-2012 shelter season.

B. Volunteer Management

Volunteers from the community will be welcomed and will fulfill important roles in the operation of the shelter. This past Shelter Season, over 160 volunteers participated in shelter operations.

1. Benefits of Volunteer Participation

- a. Maximizes the service and efficiency of paid staff
- b. Increases the ratio of guests to on-site workers,
- c. Instills a welcoming and compassionate environment in which guests feel comfortable and safe.
- d. Builds bridges between those with homes and those without homes.

2. Recruitment

Craig's Doors and FBC anticipate expanding volunteer opportunities during the next shelter season to meet a growing number of requests from prospective volunteers in the wake of last year's successful fundraising campaign in support of shelter renovations

- a. Colleges: Volunteers will be recruited throughout the five colleges - Amherst, Hampshire, Mt. Holyoke, and Smith Colleges as well as the University of Massachusetts.
- b. Local residents
- c. Members of the area houses of worship
- d. Mentorship Program – our Mentorship Program will focus on the recruitment of volunteers who can assist guests with securing housing and prospective employment.

3. Volunteer Training

While we actively encourage community volunteerism, Craig's Doors will adhere to a clear and consistent policy in which volunteers will be screened and trained prior to being scheduled for volunteer duties.

II. Grievance

A. Staff

All Grievances with staff will be handled in accordance with Craig's Door's Personnel Policies Section 20 Employee Appeals (Grievance Procedures)

B. Guest

The Site Supervisor will have immediate responsibility for safety and well-being of guests, staff and volunteers. If a guest has a grievance with any shelter policy, procedure or action by any staff member, he or she may request to speak with the Shelter Director. If the issue remains unresolved, they may request a meeting with the Executive Director. If neither the Shelter Director nor the Executive Director is on site, the guest may address their concerns the following evening.

III. Extreme Weather

In case of extreme weather or disaster during the shelter season, the Executive Director and Shelter Director will coordinate shelter response with officials of the town of Amherst and First Baptist Church in accordance with the town or county Emergency Preparedness Plan.

IV. Admission Policy

A. Bed Policy

1. Assignment

All beds are assigned based on vulnerability, then first come first served.

2. Retention

Beds are held until 10pm for guests who stayed the previous night

3. Forfeiture of assigned beds:

a. Guests may forfeit their assigned bed if they:

- ✓ Are not in their bed by 12am
- ✓ Are seen with alcohol, drugs, or weapons after registration
- ✓ Are asked to leave due to their behavior
- ✓ Leave the building without permission from staff
- ✓ Leave the shelter before morning

b. Any guest forfeiting their bed loses their priority for bed assignment on the next day. (n.b. This policy does not apply to guests who leave Craig's Place by ambulance)

B. Behavior Policy

1. Every individual admitted to Craig's Place agrees to a standard of behavior. Any violent, disrespectful or disruptive behavior can result in removal from the shelter premises on a temporary or permanent basis.

2. The Manager on Site (MOS) will have immediate responsibility for safety and well-being of guests, staff and volunteers. If the MOS determines that a guest, staff or volunteer is acting in a manner contrary to Craig's Place standard of behavior, he or she may immediately seek the removal of the said individual from the shelter. The MOS may take an additional step of notifying the Amherst Police Department.

3. Any appeals to the Manager on Site's decision must be handled in accordance to the Grievance procedure outlined in Section II (Grievances) of the Management Plan.

C. Shelter Alcohol, Drugs, and Weapons Policy

1. Guests are not allowed to have weapons, drugs, or alcohol inside the shelter.

a. No guns; knives; box cutters; clubs; pepper spray; brass knuckles; heavy metal objects, including, but not limited to, heavy chains or padlocks and large flashlights; scissors, needles, razors, nunchucks or any item the staff judges to be unsafe.

b. Shelter staff will request any prohibited item be turned over to them. Any guest who fails to surrender a requested item will be asked to leave the shelter for the night.

c. Illegal Items

i. Controlled substances and/or any items determined to be illegal will be turned over to the Amherst Police Department.

ii. If staff members have any question regarding whether an item is legal or illegal, they should ask the manager on duty or representatives from the Amherst Police Department before returning the item.

d. All legal items will be returned to guests when exiting the shelter. Legal items should be labeled with the person's name and secured in the food pantry

2. Any references to weapons, drugs, or alcohol should be taken seriously. If a staff member overhears these types of conversations, including references to the consumption of drugs

or alcohol on church property, they will remind guests of the shelter's policy regarding such behaviors and items and remind them of the consequences for non-compliance (i.e. they can be banned from the shelter for disregarding these policies).

D. Intake Policy

Every guest will go through the intake process before receiving any services.

1. Shelter staff will fill out an Intake Form for each guest.
2. Guest will sign, and shelter staff will witness, the Guest Policy and Procedures Form
3. The Shelter staff will then conduct a Referral Screening for the purpose of referring guests to the proper social service provider for their individual case. (i.e. Veterans would be referred to local veteran service officers and agencies which can facilitate services, including those available through the Veteran's Administration).
4. Each guest will then be assigned bedding and a cot.

4. Citing past accomplishments, document that the agency has the necessary past expertise to conduct the activity and has successfully completed past activities in a timely manner.

Craig's Doors--A Home Association, Inc. is a community organization committed to sheltering and, ultimately, operating a model of supportive housing for extremely low-income people who have experienced homelessness within our community. Founded in response to a

growing need to address homelessness through a community-based model, Craig's Doors received their 501(c) 3 classification in August of 2011. Inspired, in part, by the early 20th century advocate for the poor, Dorothy Day, and named in memory of Craig Lorraine, a beloved Navy veteran and shelter guest whose untimely death in 2010 saddened many, Craig's Doors was established to help people to find ways to become empowered to improve the quality of their lives through the creation of safe, respectful shelter and housing.

Craig's Doors offers a unique approach to community-based sheltering by combining years of professional experience with a fresh commitment to leveraging local resources on behalf of our neighbors who are homeless. The leadership of Craig's Doors brings decades of experience serving those who are homeless, managing non-profit organizations, creating and developing housing opportunities, raising the necessary resources, serving low-income and disabled members of our community and reaching out to those in need, all of which are necessary to positively influence those experiencing homelessness. Executive Director, Kevin J. Noonan brings over 30 years of providing direct sheltering and outreach services to people who are displaced, homeless or extremely low-income. Jerry Gates, President of the board of Craig's Doors and FBC shelter site manager brings 40 years of real estate development, contracting and property management experience.

Craig's Doors fulfills all agency requirements toward the goal of operating an emergency shelter, while offering extensive value-added services toward the long-term goal of establishing a permanent shelter and developing supportive SRO housing in Amherst.

For a more detailed breakdown of the 2011-2012 Shelter Season, please see attached 2011-2012 End of Year Report

5. Budget: Please see attached 12 Month Budget; Craig's Doors Income and Expenses 2011 and Craig's Place Income and Expenses 2011

E. Impact

The focus of Craig's Doors and Craig's Place is harm reduction. In keeping with this focus, the primary impact of the emergency homeless shelter will be reducing the risk of death among those in our community who are homeless during the coldest winter months. .

Once these initial objectives are met, Craig's Doors and its partnering organizations will provide social services and referrals for mental health counseling / treatment, housing assistance, employment opportunities and community outreach as determined by professional staff to meet the needs of individual guests.

Based upon data collected during the 2011-2012 shelter season, 161 individuals were provided meals, shelter and social services with stays ranging from 0 - 150 nights. No deaths resulted from exposure in Amherst during the operating season of the shelter. 18 guests were accepted into various social service programs and/or treatment facilities or secured independent housing while 23 guests were assisted with employment.

These qualitative measurements illustrate that safe shelter, hot meals and community support significantly improve the lives of those who are homeless in our community and provide a basis upon which to secure housing, a stable income through employment and/or qualified benefits, and ultimately, self-reliance. Many who are homeless in Amherst have a strong identification with our community. Their successful transition from homeless to self-reliance and, in many cases,

treatment, often relies on the local networks of support that are established at the shelter and .continued throughout the year.

The continued collection of quantitative data during the upcoming shelter season will allow our community to measure the effects and impact of an emergency shelter for those who are homeless in our community. While the primary impact will continue to be the preventing loss of life, the development of extremely low income housing, a strengthened local network of social service providers, as well as programs in development by Craig's Doors, will provide additional ways to measure the long-term impact of emergency shelter services toward the ultimate goal of reducing the number of people who are homeless in our community.

F. Evaluation: (I think E: was used on IMPACT)

Goals & Assessments:

The primary focus of Craig's Doors and Craig's Place is immediate harm reduction. Individuals experiencing homelessness face tremendous risks from cold weather. Jim O'Connell, MD, author of Vulnerability Index: Prioritizing the Street Homeless Population by Mortality Risk, states that "Individuals who are homeless with a history of frostbite, immersion foot, or hypothermia have an eightfold higher risk of death when compared to matched non-homeless controls".⁵ We can reduce this risk by providing immediate shelter from the elements. Simply providing shelter from the cold is not enough to reduce the long term risk of mortality. This leads us to the second goal of Craig's Place, to increase access to services, including permanent housing, transitional housing, healthcare, and abuse treatment services. We have

⁵ O'Connell, Jim, MD. Premature Mortality in Homeless Populations: A Review of the Literature Nashville: National Health Care for the Homeless Council, December 2005. p.7

tailored the intake process to ensure that every individual who comes to our doors is connected with the appropriate social services.

The assessment of our progress towards our goals is based upon intake data, including: a daily log of guests, referrals to social service agencies and services provided, number of guests transported to other shelters, hospitals and detox programs, detailed guest information, program activities, issues and concerns of, staff, volunteers and guests, guest surveys/evaluations, financial and budgetary reports, dates when individuals seeking entrance exceeded capacity and by how many guests, dates emergency shelter exceeded 4-beds for female guests and dates and reasons why guests were asked to leave the emergency shelter.

G. Agency Information:

Craig's Doors--A Home Association, Inc. was formally founded in the summer of 2011 by motivated individuals in response to a growing awareness of and necessity for addressing issues of homelessness from a community-based perspective. Craig's Doors was inspired, in part, by the early 20th century advocate for people who are poor, Dorothy Day, and was named in memory of Craig Lorraine, a beloved Navy veteran and shelter guest whose untimely death last year affected many in our community. After a long winter's day on the street, Craig expressed this wish: "I just want a door...A room with my own door..."

Craig's Doors was established in recognition that it is through the strength and combined support of community that individuals thrive in our society. We are all dependent upon our communities and no one needs community more than those among us who have no place to call home. Craig's Doors is a "locally grown" organization committed to sheltering and, ultimately,

realizing a model of supportive housing for extremely low-income people who have experienced homelessness within our community.

The first step in achieving this goal of a door of one's own is a safe, respectful and supportive place where shelter and supportive services can be found. Craig's Doors represents a community of individuals and organizations that are prepared to combine their resources, expertise and commitment toward successfully achieving this goal. Craig's Doors served as the operator of Craig's Place for the 2011-2012 shelter season.

Craig's Doors is comprised of individuals with decades of experience serving those who are homeless, managing non-profit organizations, creating and developing housing opportunities, raising the necessary resources, serving low-income members of our community and reaching out to those in need. As such, Craig's Doors offers a unique approach to community-based sheltering by combining years of professional experience with a fresh commitment to leveraging our local resources on behalf of our neighbors who are homeless.

Mission:

Our mission is to establish a model of best-practices for sheltering and, ultimately create and develop a model of supportive SRO housing for those in our community who are most vulnerable. With the active support of community organizations such as Interfaith Housing Corporation, First Baptist Church and other area houses of worship, Eliot Community Human Services, Stavros Center for Independent Living, local businesses and area residents, Craig's Doors is creating a template that will allow us, as a community, to address the variety of issues that lead to and perpetuate homelessness. These include not only income status, mental

health/substance abuse issues, joblessness and a recognized lack of affordable housing, but also the need all individuals have for being a part of a community that cares for and supports its members. Integral to the development of this model, are the respectful relationships those involved in the founding of Craig's Doors have established with homeless individuals, human service providers in the region and the faith-based community. Craig's Doors is committed to providing a continuum of care based upon the physical, psychological and community needs of people who are homeless.

Craig's Doors' model is motivated by its mission to provide shelter and to extend respect to those in need. As part of this mission, Craig's Doors respects the individual beliefs of shelter guests, staff and volunteers. We actively seek the participation of all who wish to join us in our work. Craig's Doors is committed to working with local residents, community organizations and the municipal government to break new ground for the sheltering and long-term housing needs of the extremely low-income population.

Craig's Doors has entered into a contract with the Town of Amherst to operate *Craig's Place*, an emergency homeless shelter located at First Baptist Church. In doing so, Craig's Doors will be accountable to and responsible for implementing a comprehensive management and operations plan for the 2012-2013 shelter season, including staffing and volunteer training per all regulations, and professional outreach services.

About Interfaith Housing Corporation of Amherst:

Interfaith Housing has been conducting its charitable activities toward the goal of developing low-income housing since 1966, including the development of Village Park Apartments on East Pleasant

Street in Amherst, one of the town's early low-income housing initiatives. Its board of directors is comprised of local residents with a long history of community service. These include: Professor Jan Dizard, President; Jim Lumley, Treasurer; C. Thomas Hancock, Clerk; Seren Derin and Directors, Doug Raybeck, and Robert Ryan,. Last year, Interfaith Housing entered into an agreement with Craig's Doors to provide seed-funding for Craig's Doors and a three year matching gift agreement toward funds raised to implement its shared long-term mission of providing permanent shelter to the homeless and to develop supportive Single Room Occupancy (SRO) housing for extremely low income residents in Amherst.

About the First Baptist Church Amherst MA:

The First Baptist Church (FBC), located at 434 North Pleasant Street, has a long-standing commitment to serving low-income and vulnerable residents in the Amherst community. FBC has agreed to again host the shelter for the 2012-2013 shelter season. The weekly food pantry, operated by church volunteers, is visited by over 100 individuals and families in need; ESL classes are offered each year to residents from around the world seeking proficiency in English; medical services are provided at a drop-in clinic for all who are in need of health care; church leaders and members are active participants in the faith-based and secular community. Its location, adjacent to the UMass campus and within walking distance of downtown, makes it a convenient and familiar site to a broad spectrum of the regional population.

FBC has served as the-site of the Warming Place in 2009-2010, the Amherst Homeless Shelter for the 2010-2011 season and the Craig's Place Emergency Shelter for the 2011-2012 shelter season. FBC offers a familiar destination and convenient access at its location between the UMass campus

and downtown. First Baptist Church is committed to providing a secure, welcoming and fully compliant site for the 2012-2013 season.

Craig's Doors has the full support of the FBC and has secured a renewed support letter from Senior Pastor Greg Mozel for the 2012-2013 season (please see attached Letter of Support). This agreement represents a commitment on the part of Craig's Doors to work closely with FBC to fulfill all remaining local and state code requirements, including Building Codes, Fire, and Health regulations. Since August 2011, members of the Board and the Executive Director Of Craig's Doors have worked closely with FBC to select, supervise and fund the services of architectural and code specialists, contractors, fundraising and human service professionals to complete the necessary permits, waivers and capital improvements to meet all initial requirements, including modifications for handicapped accessibility and shower facilities. FBC and Craig's Doors will continue to work closely together to fulfill any additional requirements to meet code regulations for the 2012-2013 shelter season.

The partnership of Craig's Doors and the Interfaith Housing Corporation, in cooperation with the First Baptist Church, and Amherst Community Connections represents a partnership based upon an exceptionally strong track record of agency service to the low-income population in Amherst, extensive management experience operating emergency shelters and social service programs, significant experience in the management and funding of non-profit organizations, and an extended commitment to providing a shelter site within a community that has strongly illustrated its desire to compassionately support those who are homeless. Through the creation of this partnership, funding for and services to those who are homeless in our community are further leveraged through the resources available in our local community.

Craig's Doors—A Home Association, Inc.

FY 11 PROJECTED REVENUE AND EXPENSE REPORT

CRAIG'S DOORS--A HOME ASSOCIATION, INC.

PROJECT: CRAIG'S PLACE, EMERGENCY HOMELESS SHELTER, 2012-2013

As of 1 August 2012

TOTAL OF MUNICIPAL FUNDS REQUESTED FROM THE TOWN OF AMHERST for 2012-

2013: \$90,500

ADDITIONAL PROJECTED FUNDS RAISED: \$23,688

PROJECTED DIRECT EXPENDITURES FOR SHELTER OPERATION 2012-2013: \$114,188

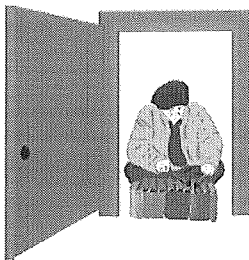
TOTAL AGENCY PROJECTED BUDGET FROM ALL DIRECT AND IN-KIND SOURCES,

FY11: \$189,181

Craig's Doors Income and Expenses

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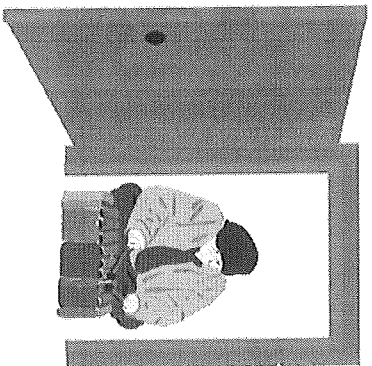
Craig's Place 2011 Income and Expenses	Budget	October	November	December	January	February	March	April	May	June	July	Aug.	Y-T-D
Income													
CDBG Grant	100,000.00	4,028.82	13,328.94	19,777.47	21,462.08	12,815.54	14,441.92	14,145.23	0.00	0.00			100,000.00
Donations							100.00						100.00
Total Income	100,000.00	4,028.82	13,328.94	19,777.47	21,462.08	12,815.54	14,541.92	14,145.23	0.00	0.00			100,100.00
Expenses													
Personnel	62,790.00		10,298.00	9,869.00	15,369.00	10,153.00	10,090.00	13,679.75	0.00	0.00			69,458.75
Payroll taxes-ER,FICA,FUTA,SUI,WC	6,906.90	1,397.00	849.59	806.72	2,004.98	1,128.00	1,104.84	1,747.65	0.00	0.00	-86.71		8,952.07
Total Personnel	69,696.90	1,397.00	11,147.59	10,675.72	17,373.98	11,281.00	11,194.84	15,427.40	0.00	0.00			78,497.53
Legal Fees		100.00											100.00
Occupancy Costs													0.00
Rental-First Baptist Church	15,000.00			6,999.00	2,333.00		2,333.00	2,333.00					13,998.00
Other rental space	6,000.00												0.00
Consulting-serv-safe certification				304.00									304.00
Liability insurance	430.00	1,789.00									-104.00		1,685.00
Office Expenses													1,505.67
Check printing		78.84	799.65	93.97	255.46	302.22	28.38	25.99					78.84
Advertising-job posting		60.00											60.00
Equipment/Software	600.00	89.99											89.99
Telephone						205.37							205.37
Program supplies		470.35											633.98
Food		43.64	793.82	519.09	618.42	473.35	745.45	419.84					3,613.61
Guest expenses			667.88	1,081.69	446.53	413.60	6.00	345.10			144.00		3,104.80
Hotel stay			403.64	95.00			94.93						593.57
Transportation-taxi service & mileage			20.00	104.00	406.63	4.25	4.25	90.78					629.91
Petty Cash		500.00											0.00
Staff training	1,000.00				28.06	35.75	-500.00						193.81
Miscellaneous							130.00						317.00
Administrative expenses	9,272.69					317.00							0.00
Total Expenses	101,999.59	4,528.82	13,832.58	19,872.47	21,462.08	13,032.54	14,036.85	18,805.74	0.00	40.00	0.00	0.00	105,611.08



Craig's Doors - A Home Association, Inc.

P.O. Box 101, Amherst, Massachusetts 01004-0101
www.craigdoors.org • (413) 437- 0776

Craig's Place 2012 Budget	
Income	
CDBG Grant	\$90,500.00
Fundraising	\$23,688.00
Total Income	\$114,188.00
Expenses	
<i>Personnel</i>	
Personnel	\$73,160.00
Payroll taxes-ER FICA,FUTA,SUI,WC	\$8047.60
Total Personnel	\$81,207.60
<i>Staff training</i>	
Staff training	\$1,000.00
<i>Occupancy Costs</i>	
Rental-First Baptist Church	\$15,000.00
Food	\$6,000.00
Liability insurance	\$430.00
<i>Office Expenses</i>	
Equipment/Software	\$1500.00
Administrative expenses	\$9050.00
Total Costs Currently	\$114,187.60
Over/Under	
Total Expenses	\$114,187.60



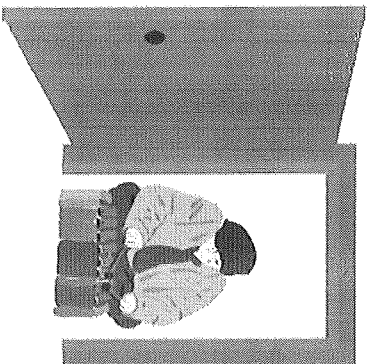
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November 2012	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28

December 2012	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28

January 2013	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28



Craig's Doors - A Home Association, Inc.

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February 2013	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28

March 2013	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28

April 2013	
Income	
CDBG Grant	\$15083.33
Fundraising	\$3948.00
Total Income	\$19031.33
Expenses	
Personnel	\$12193.33
Payroll taxes-ER FICA,FUTA,SUI,WC	\$1341.27
Total Personnel	\$13,534.60
Staff training	\$166.67
Occupancy Costs	
Rental-First Baptist Church	\$2500
Food	\$1000.00
Liability insurance	\$71.67
Equipment/Software	\$250.00
Administrative expenses	\$1508.34
Total Costs	\$19,031.28

First Baptist Church

434 North Pleasant | Amherst, MA 01002 | www.fbcamherst.org | 413-549-3596

Greg Mozel
Lead Pastor

August 18, 2012

Brant Lingle
Worship Pastor

To: Commonwealth of Massachusetts
Department of Public Safety
State Building Code Appeals Board

Josh Raskin
*Student Ministry
Pastor*

I'm honored to write in support of continuing the operation of Craig's Place homeless shelter in Amherst. Our church has been blessed to host the shelter for three years. The collaboration of the Town of Amherst, social service agencies, faith communities, and caring individuals has made the shelter successful and brought our community together.

Carolyn Mozel
Children's Director

Lives have literally been saved on frigid winter nights! Our homeless neighbors have received a safe night's sleep, nutritious meals, warm showers, and positive community. Craig's Place is named after Craig Lorraine, an honorably discharged veteran who died on the streets of Amherst on a cold winter night. Craig's Place is protecting people from another such tragedy at low cost because of grants, donations, and volunteers.

Jeanne Parks
Choir Director

The impact of Craig's Place goes beyond meeting immediate needs to breaking the cycle of homelessness. During the past two years ten people have transitioned out of the shelter and into apartments. Fourteen people have started working jobs. Many shelter residents have been connected with health care, addiction recovery, and mental health counseling. Craig's Doors is working toward transitional housing to make breaking the cycle of homelessness accessible to more people.

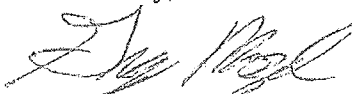
Dawn Murry
Bookstore Manager

Craig's Doors operates the shelter with a professionally trained, experienced staff. The Executive Director has more than twenty years of effective experience managing social services and homeless shelters. The Board of Craig's Doors is comprised of community leaders from town government, law offices, architectural firms, business owners, and clergy. The oversight of the Board, day-to-day management by the Executive Director, and dedication of volunteers has resulted in the successful shelter operation.

Erin Ferry
Administrator

Our church is excited to host the shelter into the future. We look forward to expanding shelter capacity and offering separate rooms for men and women. We are prepared to add more showers and increase fire coverage to make this possible. I hope for renewal of approval for shelter operations to continue saving lives and breaking the cycle of homelessness that adds such value to our community and beyond.

Sincerely,



Greg Mozel
Lead Pastor

2011-2012 End of Season Craig's Place Shelter Report



	Oct 30, 2011 - Dec 31, 2011	Jan 1, 2012 - Mar 31, 2012	April 1, 2012 - April 30, 2012	Oct 30, 2011 - April 30, 2012
Total number of individuals served	83	140	58	161
Avg. Number of beds per night	15	16	16	16
Total bednights	941	1451	479	2871
Number of bedsnights needed in excess of capacity	195	451	143	789
Total guests served dinner	1136	1902	622	3660
Racial / Ethnic Breakdown:				
White	69%	64%	72%	66%
Hispanic	7%	9%	3%	9%
Black	20%	19%	21%	14%
Other:				
(mixed, asian, american indian)	4%	2%	3%	3%
Not available	0%	6%	4%	8%
Gender Breakdown	Male 79% Female 21%	Male 80% Female 20%	Male 79% Female 21%	Male 80% Female 20%
% chronically homeless	61%	*60%	67%	56%
% physically or mentally disabled	58%	*67%	67%	63%
% reporting substance abuse	35%	*48%	61%	50%
% reporting some form of income	42%	*68%	71%	68%
% over 60 years old	4%	*7%	10%	8%
# of Veterans	6%	*10%	14%	11%
# seen by a Social Worker	20	30	10	60
# seen by the physician	16	52	20	88
# found or placed in housing	5	10	3	18
# assisted with employment	4	15	4	23

* These percentages were based on Year to Date figures



Craig's Doors - A Home Association, Inc

256 North Pleasant St. Suite 4A, Amherst, MA 01002-1729

P.O. Box 101 Amherst, MA 01004-0101

www.craigdoors.org

(413) 437-0776

DATE: 18 September 2012

TO: CDBG Advisory Committee

FROM: Kevin J. Noonan, Executive Director
Craig's Doors - A Home Association, Inc.

SUBJ.: Collaboration

I am writing to apprise you of our regional efforts with people who are homeless and to document that representatives of Craig's Doors regularly attend regional meetings and collaborate with regional stakeholders on the issue of homelessness.

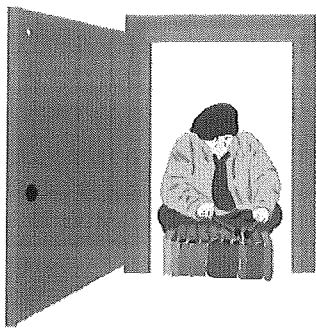
We regularly attend the Individual Services Meeting which is coordinated by the Western Mass Network to End Homelessness (an organization which we collaborate with on other issues as well). We also attend the Western Massachusetts Housing Authority meetings on the HCC campus.

During the shelter season we were in regular contact with other shelter providers throughout Western MA in our efforts to place the overflow. Those communities (and agencies) are: Greenfield and Northampton (ServiceNet), in Holyoke (Providence Ministries) in Westfield (Samaritan Inn) and in Springfield (Friends of the Homeless and Springfield Rescue Mission)

We also coordinated with local taxi services and negotiated reduced rates (including a lot of free rides) throughout the county and beyond

Craig's Place ran a weekly clinic with Kate Ewall, MD. Dr. Kate works for health Services for the Homeless, an arm of the City of Springfield and she coordinates with Health Care for the Homeless (Mercy Hospital).

We also collaborated with Elliott Community Human Services, (Northampton) which assigned Meg Wright to the shelter to work with guests experiencing issues with their mental health.



Craig's Doors - A Home Association, Inc

256 North Pleasant St. Suite 4A, Amherst, MA 01002-1729

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We also collaborated with:

Amherst Police Department
Amherst Fire Department
Amherst Survival Center
Amherst Community Connections
Amherst and Northampton Housing Authorities
Center for Human Development (Springfield)
Committee on Homelessness and Housing for All
Tapestry Health, (Northampton)
Placing guests into detox facilities
ServiceNet (Northampton)
Interfaith Cot Shelter
South Middlesex Opportunity Council
(Framingham)
The Food Bank of Western Mass
(which admitted Craig's Doors as a member)
United Way of Hampshire County
U Mass PD
U Mass Facilities
U Mass Hotel & Conference Center
U Mass Newman Center
U Mass Rotaract Club

Town of Amherst (Office of Community
Development)
City of Northampton (Office of Community
Development)
PVTA
Hampshire County United Way
Dial Self (Greenfield) Cooley Dickinson Hospital,
(Northampton)
Franklin Medical Center (Greenfield)
Carlson Detox (Springfield)
U Mass Medical Center (Worcester)
Spectrum Health Services (Worcester)
Hampshire and Hampden County Sheriff's Dept.
Veterans Services (Amherst and Northampton)
Probation Officers (Hampshire County)
Hampshire County District Courts
Amherst College Homeless Connect
Most Houses of Worship in Amherst
Open Pantry Community Services (Springfield)

Craig's Doors also enjoyed the help and expertise of over 150 volunteers who helped to feed, shelter and just be present with our guests.

We may have inadvertently omitted some names of groups or agencies from this list and we are open to suggestions for any others but we are confident the collaboration we did achieve in our first year of operations had a direct result on 18 guests who had their homelessness resolved and 23 guests who were able to gain employment.



TO: Community Development Block Grant Advisory Committee
FROM: Hwei-Ling Greeney, chair of HOUSING FOR ALL
DATE: September 18, 2012
RE: Letter of support for Craig's Doors 2013 CDBG application

HOUSING FOR ALL is an Amherst-based citizens group. We believe a safe and decent housing is a human right. We work to bring affordable housing to people who are homeless or extremely low income. We work to advocate for residents who are homeless in Amherst and the surrounding areas.

Members of HOUSING FOR ALL have volunteered at the warming place/shelter at the First Baptist Church of Amherst since 2009. During the recent 2011-2012 shelter season, we worked with Craig's Doors nonprofit organization to prepare hot breakfast or supper through the entire shelter season from October 28, 2011 to April 30, 2012. We interacted with the shelter guests, staff, and other volunteers on a daily basis. Under its management, we saw some significant improvements over the previous year at the Shelter:

1. ServSafe certified staff and volunteers:

To ensure the health and wellbeing of Shelter guests is protected, Craig's Doors took safe-food serving very seriously. It had over a dozen staff and volunteers gone through safe food-handling and serving training. These staff and volunteers passed a rigorous examination and all received a ServSafe certificate.

2. Professionalism among staff and volunteers:

The interaction of staff and volunteers with the Shelter guests was most professional under the Craig's Doors management. A strong sense of compassion and caring was visible and felt every night when guests arrived. The Shelter is a behavior-based facility. Within Craig's Doors philosophy of "harm reduction", no guest was turned away—even if they were under the influence of alcohol or substance, so long they did not disturb the peace and enjoyment of others at the Shelter. This special circumstance required the staff and volunteers to be extraordinarily patient and skilled in interacting with guests.

HOUSING FOR ALL witnessed the countless positive interactions between the staff/volunteers and guests. We admired greatly the professionalism Craig's Doors staff displayed last season.

3. Calm and orderly shelter environment:

Despite the number of guests eating at the Shelter often exceeded the 16-beds maximum, Craig's Doors staff was very capable of maintaining a calm and orderly environment. Everyone was provided with a hot meal ----even if they were not able to stay as a result of the Shelter having reached the capacity. Under the challenging environment, while they worked diligently attempting to find other shelters to accommodate the overflow, the staff remained positive and respectful at all times.

HOUSING FOR ALL understands that Craig's Doors is seeking to expand its capacity by eight beds in order to better care for the needs of the female guests. We applaud their effort and vision. With a 10% cut in their CDBG funding in this coming shelter season, --from \$100,000 to \$90,000, and yet Craig's Doors is working to increase the capacity by 50%. This level of dedication and commitment is worth noting.

HOUSING FOR ALL has every confidence that Craig's Doors will continue their excellent track record in managing the shelter. We wish to make a strong recommendation to you and urge you to fully support Craig's Doors funding request for 2012-2013 shelter operation. Thank you.